

IC Memorandum 14-10



To: KEHP Insurance Coordinators (ICs)
From: Department of Employee Insurance (DEI)
Re: Completed LivingWell Promise/Health Assessments
Date: February 24, 2014

Please review the attached spreadsheet to see how many of your employees have fulfilled the LivingWell Promise by completing their HumanaVitality Health Assessment (HA) as of February 12, 2014. Search by your organization unit number.

Please encourage your employees who elected one of the LivingWell Plans to complete their HA by May 1, 2014. The LivingWell Promise may be completed on any computer with internet access, visit Livingwell.ky.gov and click on "HumanaVitality Login" to get started.

As of February 19, 2014, over 50,000 KEHP members completed their LivingWell Promise.

Talking points when communicating with your employees:

- The HumanaVitality log in is **NOT** the KHRIS User ID.
- If they completed the HA anytime during 2013, they must complete it again during the period of Jan. 1 to May 1, 2014 to fulfill their LivingWell Promise.
- They will receive a confirmation email from kehp.ky.gov but it could be up to two weeks after the completion date of the HA.
- If they receive the error "oops something went wrong" – they should call 877-597-7474 for assistance from the HumanaVitality team.
- The Vitality Check is **NOT** required as part of the LivingWell Promise

At this time, there is **NOT** an option for ICs to retrieve aggregate data from KHRIS. You have to look at each member's Infotype 9925 to see if they have completed the HA.

In mid-April, we will send each agency a list of their employees who have not completed their HA. At that point the number of members that still need to complete the LivingWell Promise should be manageable and we would appreciate your assistance in reaching out directly to your employees.

